



WARREN COUNTY PARKS AND RECREATION DEPARTMENT

JOB DESCRIPTION

I. **Name of Position:** Receptionist

II. **Organization Unit:** Administrative Office

III. **General Summary:** The Receptionist is first point of contact with patrons entering the Administrative Office. This individual is responsible for various clerical, financial, and administrative duties and other assignments as delegated by the Director.

IV. **Qualifications:** High school diploma; 2 or 4-year college degree (preferred); proficient in Word, Excel, PowerPoint, Outlook; must be familiar with OneDrive; must have excellent written/oral skills; ability to be positive with public. WCPRD is an equal opportunity employer.

V. **Position Wage:** This is a full-time position. The wage will be negotiated at the time of hire. Medical, insurance, dental insurance, and vision insurance is available to all full-time employees after a sixty (60) day probationary period (employee is responsible for paying a percentage of this cost).

VI. **Employee Classification :** Non- Exempt

VII. **Essential Job Functions:**

- 1. Answer phone and disseminate/transfer calls and front desk reception, as well as taking messages, if needed.
2. Use current scheduling system to take reservations and payments.
3. Complete all assigned trainings.
4. Operate office radio (as part of agency communication system).
5. Be polite, professional, respectful, friendly, and helpful to all patrons either on the phone or coming to the front door.
6. Greet all patrons entering administrative office and assist with any questions they may have.
7. Answer basic questions on what facilities are offered at all WCPRD locations (general knowledge needed).
8. Direct patrons to the County/WCPRD website and to WCPRD Community Portal for RecDesk viewing of the schedule.
9. Assist administrative staff with various tasks as needed.
10. Have a knowledge of all the league contact information/website/and contact information to be able to give to patrons regarding all league-related questions.
11. Operate RecDesk and be able to take facility reservations for ball fields and shelters (including processing credit card payments).
12. Clean the restroom in the lobby before closing the facility daily (wipe off surfaces, check toilet paper, spray disinfectant, clean commode, made sure all paper products are stocked and trash is emptied).
13. Clean the front entry doors and door handles daily (inside and outside).
14. Clean water fountain (daily).
15. Clean conference room doors/windows and table tops daily.
16. Make sure to set facility alarm and make sure all doors in the building are secured and locked at end of day.
17. Understand and agree to comply with WCPRD Employee Handbook, Warren County Personnel Policy, and all other WCPRD rules and regulations.
18. Complete any other duties as assigned by the Director of WCPRD.
19. Perform all duties in a polite, professional, and respectful manner always with both patrons and fellow employees.

VIII. **Special Work Conditions:**

May be required to work some extended hours during inclement weather events or special projects

IX. **Verification of Understanding Position:**

By signing this job description, I agree to perform the tasks outlined within and fully understand that I may be assigned other work-related duties and responsibilities as directed by the Director or Assistant Director of WCPRD.

WCPRD Employee Signature

Date

Witness Signature

Date

Director WCPRD Signature

Date